

COMPLAINT DISPOSITION SUMMARY September 16, 2010

	<u>YTD September 2010</u>	<u>YTD September 2009</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Complaints Received	74	121	129	128	99	82	192
Complaint Dispositions	<u>65</u>	<u>117</u>	<u>123</u>	<u>118</u>	<u>138</u>	<u>97</u>	<u>97</u>
Disposition Breakdown							
No Action/Dismissed	28	25	30	42	37	57	57
Letter of Counsel*	18	20	21	24	12	14	14
Letter of Warning*	4	3	4	6	23	22	22
Private Reprimand*	7	23	23	17	3	23	23
Public Actions*:							
Reprimand	2	7	7	18	1	4	4
Suspension	0	39	39	1	1	5	5
Revocation	4	27	27	32	3	6	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	7	62	62	29	8	25	25
Administrative Fine**	10	63	63	31	8	34	34
Follow-Up Actions							
Non-Compliance Suspensions	2	0	0	0	13	13	8

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions